

Provider Communication

Subject: Fiscal Agent Transition Update: Provider Communication/Training End Dates	Priority: High
Date: September 15, 2010	Message ID: ACSBNR09152010_1

Dear Provider:

Due to the fiscal agent transition from ACS, a Xerox Company to HP Enterprises, scheduled for November 1, 2010, ACS will no longer accept the following correspondence/document types, effective on the dates listed below:

Provider Resource Type	Description	Final Date
Contact your field rep	Contact your rep by phone	October 18, 2010
	Contact your rep by Contact Us	October 21, 2010
Provider Rep Site Visits	Last date to have a field rep visit your location	October 22, 2010
Provider Assistance Meeting (PAM)	Last ACS PAM	September 24, 2010
ACS Facilitated Training	Last ACS Facilitated WebEx Training	September 28, 2010
October 1 st Policy Manuals	Request to order manuals	October 1, 2010
ACS Provider Focus Newsletter	Last newsletter to be published	October 1, 2010
Understanding Medicaid Booklet	Request to order booklets	September 24, 2010
Home and Community Booklet	Request to order booklets	September 24, 2010
PeachCare for Kids Booklet	Request to order booklets	September 24, 2010
HealthCheck Brochures	Request to order brochures	September 24, 2010
ACS Envelopes	Request to order envelopes	September 24, 2010

If you have questions, please contact the Customer Interaction Center (CIC) at 1-800-766-4456 or use the Contact Us feature located at the top-right corner of the GHP Web Portal (www.ghp.georgia.gov).